CSR Certification Program Update
Presented to the CSR Conference
August 23, 2004

CSR Certification Program

- **Based on CSR Certification Program Guide developed by IPT/DACUM (Developing a Curriculum) process**
- **Required for each CSR:**
  - **Certification Checklist**
  - **Documentation of completion of each skill**
  - **Validation by supervisors**
  - **IDP for upcoming year addressing shortfalls**

Progress Since Last Conference

- **Program now includes DLA-Eur and DLA-Pac representatives; CSRs assigned to Europe and Pacific are now included in program and are eligible for certification**
- **Program is now officially named the DLA Customer Support Representative Certification Program**
- **CSO and CSR supervisors met with Program Integrator**
- **Sanctioning Body membership changed**
- **Sanctioning Body meetings held**
- **Three applications reviewed by Sanctioning Body**

Sanctioning Body

- Sanctioning Body held first meeting in July 2004
- Decision made to expand voting membership of body to include DDC, DRMS, DLIS, and ICP representation.
- Changes to Sanctioning Body membership
  - Voting members: J-4, DDC, DRMS, DLIS, ICP
  - Non-voting members: J-1, DTC, SMEs, CSRs, Program Integrator
- J-3 not currently member of Sanctioning Body
- Second meeting held August 5, 2004

Application Process

- **Application must be endorsed by immediate supervisor and CSO level**
- **Applicant will meet with Sanctioning Body to clarify/answer questions**

CSO/CSR Supervisor Coordination

- **CSO and CSR supervisors met in July with Program Integrator to reaffirm support for program**
- **Supervisors given update regarding decisions made by Sanctioning Body**
- **Program areas clarified and suggestions for future direction offered by supervisors**

Status of Certifications

- **Sanctioning Body reviewed 3 applications for certification**
- **All packets tentatively approved; final approval will be granted following successful completion of interview between each applicant and Body**
- **Applications represent all three areas of program, 1 each from CSO, DLA-Eur, and DLA-Pac**

Next Steps

- **Guidelines being developed detailing what should and should not be included in certification application packages**
- **Currently updating training sources and courses available to meet skills and knowledge requirements**
- **Program Guide constantly being updated to reflect changes to program makeup and requirements**
- **Changes will be forwarded to all by October 1, 2004**